



**TSWV CUAB DAIM NTAWV FOOS FOOB HAIS QHOV TSIIS TXAUS  
SIAB/HAIS QHOV TSIIS TXAUS SIAB**

Hnub: \_\_\_\_\_

**Thov sau txhua yam ntaub ntawv kom tag.**

**Cov ntaub ntawv ntawm tus neeg foob:**

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Npe	Xov Tooj Tom Chaw Ua Haujlwm	Xov Tooj Hauv Tsev

Chaw Nyob	Nroog	Xeev	Zip Code
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**Lub npe ntawm cov neeg uas ntsig txog rau tus neeg foob:**

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Npe	Nab Npawb ID

	#:
Npe	Nab Npawb ID

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Npe	Nab Npawb ID

**Lub hauv paus ntawm qhov tsis txaus siab:** [Kos rau txhua nqe uas phim]

\_\_\_\_\_Kiab khw \_\_\_\_\_Thim qhov tso npe nyuaj \_\_\_\_\_Daim ntawv nqi ntawm tus tswv cuab  
 \_\_\_\_\_Qhov saib xyuas zoo \_\_\_\_\_Kev thauj mus los \_\_\_\_\_Kev tau txais saib xyuas  
 \_\_\_\_\_Kev saib xyuas kis xwm txheej kub ntxhov ceev  
 \_\_\_\_\_Yeeb yam ntawm cov neeg ua haujlwm \_\_\_\_\_Kev tso cai

Lwm yam: \_\_\_\_\_

**Sau hais qhov teeb meem:** Hnub Tshwm Sim Teeb Meem: \_\_\_\_\_ Qhov chaw: \_\_\_\_\_

Tus Kws Kuaj Mob Lub Npe \_\_\_\_\_

Piav qhia txog qhov teeb meem/qhov tsis txaus siab kom txhij txhua:

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Sau rau sab tom qab ntawm daim ntawv foos no yog xav sau ntxiv.

Tus Tswv Cuab Kos Npe  
(lossis kos npe ntawm tus niam txiv ntawm tus tswv  
cuab menyuum yaus lossis tus neeg tsis taus)

Hnub

**KEV TSO TSEG KEV KHOMOB**

**TSWV CUAB:** Thov qhia lub npe thiab xov tooj ntawm cov kws kuaj mob uas tau saib xyuas koj qhov mob uas koj hais txog rau hauv daim ntawv foob hais qhov tsis txaus siab.

**Txhua Cov Ntaub Ntawv Teev Tseg Txog Kev Khomob tau los yuav raug muab ceev zoo thiab tsuas raug siv rau lub hom phiaj saib xyuas koj qhov tsis txaus siab xwb.**

KUV TSO CAI THIAB THOV COV KWS KUAJ MOB UAS MUAJ NPE SAUM TOJ SAUD TSHAJ TAWM IB YAM THIAB TXHUA YAM NTAUB NTAWV TEEV TSEG TXOG KEV KHOMOB RAU LUB CHAW HEALTH NET LOS TSHUAJ XYUAS RAU KUV QHOV TSIS TXAUS SIAB:

**KOS NPE:** \_\_\_\_\_ **HNUB:** \_\_\_\_\_

(Yog lwm tus neeg kos npe)      **KEV TXHEEB ZE:** \_\_\_\_\_  
(NIAM, TXIV, TUS NEEG SAIB XYUAS)

Yog koj muaj lus nug ntxiv lossis yog koj xav tau kev pab hais qhov teeb meem no, thov hu rau peb Lub Chaw Pab Cuam Tswv Cuab rau ntawm tus xov tooj hu dawb (800) 675-6110 lossis TTY: 711. Thaum sau tiav lawm muab nws mus rau: Health Net, Attn: Medi-Cal Member Appeals and Grievance Department, P.O. Box 10348, Van Nuys, CA 91410-0348. Nab Npawb Fej Ntawv: (877) 831-6019.

California Department of Managed Health Care yuav saib xyuas txog kev tsim txoj cai muab kev saib xyuas kev noj qab haus huv. Yog koj muaj ib qho tsis txaus siab nrog rau koj qhov kev npaj kho mob, koj yuav tsum xub hu xov tooj mus rau koj qhov kev npaj kho mob ua ntej rau ntawm **1-800-675-6110** thiab siv koj qhov txheej txheem hais kev tsis txaus siab hauv koj qhov kev npaj kho mob ua ntej koj yuav hu rau lub chaw hauj lwm loj. Kev hais qhov tsis txaus siab no yuav tsis raug txwv txog kev pab cov cai los sis feem kev kho mob uas yuav muab rau koj. Yog koj xav tau kev pab nrog qhov tsis txaus siab rau yam uas yog xwm txheej ceev, lus tsis txaus siab uas tsis tau muab hais kom txaus koj siab ntawm koj qhov kev npaj pab them kho mob, lossis lus tsis txaus siab uas tsis hais tag tshaj 30 hnub, koj hu tau rau ceg khiav haujlwm no kom tau kev pab. Tej zaum koj tsim nyog txais qhov Tshuaj Xyuas Kev Kho Mob Ywj Pheej (Independent Medical Review, IMR). Yog koj muaj cai rau kis IMR, yuav tau rov qab saib

xyuas raws li txheej txheem IMR txog feem kev txiav txim siab khomob rau koj lossis tau muab kev saib xyuas rau koj, kev txiav txim pab them cov nqi khomob rau feem kev sim khomob lossis feem tshuaj ntsuam xyuas keeb kwm ntawm tus mob thiab qhov tsis pom zoo them cov nqi rau kis saib xyuas xwm txheej kub ntxhov ceev lossis kev khomob sai sai. Lub chaw hauj lwm loj kuj muaj tus xov tooj hu dawb **(1-888-466-2219)** thiab tus xov tooj TDD **(1-877-688-9891)** rau cov neeg hnov lus tsis zoo thiab hais lus tsis taus. Lub chaw ua hauj lwm loj li internet website [www.dmh.ca.gov](http://www.dmh.ca.gov) muaj cov ntaub ntawv foos hais qhov tsis txaus siab, cov ntaub ntawv foos hais qhov IMR thiab cov lus qhia nyob hauv online.